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# ASL NEWS & VIEWS

Information Services Division

A Newsletter Dedicated To Information Technology In The State Of Montana

Montana State Library  
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MAR 2 1995



## SEARCHS First in the Nation to Be Certified

Montana received special recognition from the U.S. Department of Health and Human Services Assistant Secretary for Children and Families, Mary Jo Bane, for being the first state to have an automated child support system meeting the requirements of the Family Support Act of 1988. The System for the Enforcement And Recovery of Child Support (SEARCHS), was implemented over a four month period beginning in March 1993.

SEARCHS automates financial management of child support

**March 1995**  
Volume 12 No. 9

collections, absent parent location, paternity establishment, case establishment, order modification, case management and internal program management. Financed at 90% federal financial participation, SEARCHS development and implementation cost just under \$5,000,000, which is substantially less than what other states have paid for similar systems.

There are 140 caseworkers, attorneys, accountants, and administrative staff in Helena and various regional offices located throughout the state who use SEARCHS on a daily basis to manage 40,000 child support cases. The automated locate features of the system have significantly improved the Department's ability to locate non-custodial parents. SEARCHS automatically interfaces with the Federal Parent Locate Service, the Department of Justice, the State Employment Security Administration, the Department of Corrections and Human Services, credit bureaus, the Department of Revenue, the Department of Labor and Industry, the State Fund, the Social Security Administration, and the Internal Revenue Service.

*"The automated locate features of the system have significantly improved the Department's ability to locate non-custodial parents."*

Another of SEARCHS time saving attributes is the System's document generation feature.

Data from the mainframe application is merged into a WordPerfect document to produce various letters and forms which print to a local printer.

SEARCHS also allows transmission and receipt of child support data from state to state through the Child Support Enforcement Network



**Governor Marc Racicot presents a national award to Mary Ann Wellbank and Mike Billings of the Department of Social and Rehabilitation Services and Ernie DeHoyos and Paul Stewart of BDM Technologies for the SEARCHS project.** Photograph by Carol Smith.

## Calendar of Events

### March 3:

Oracle/PowerBuilder User Group (MOPUG) meeting, 9:00-12:00, Helena College of Technology.

### March 17:

GIS Seminar - Pete Langen, Montana State Library GIS Program, will give a presentation on using GIS and GPS in a large area archeological survey. Montana State Library Conference Room 208. Questions - call Kris Larson (444-5691).

### March 24:

CDE II tools and Personal Oracle Demo, 8:30-12:00, Montana State Historical Society Haynes Auditorium.

### April 5:

Information Technology Managers' Group (ITMG) meeting, 8:30-10:30, Location to be determined.

### April 7:

Oracle/PowerBuilder User Group (MOPUG) meeting, 9:00-12:00, Helena College of Technology.

### April 14:

GIS Seminar - Duane Lund, Montana State Library GIS Program, will talk about the USFS Region I Ecosystem Inventory & Analysis. Montana State Library Conference Room 208. Questions - call Kris Larson (444-5691).

### May 8:

1995 Montana GIS Pre-Conference Workshops, Best Western Colonial Inn, Questions - call Kris Larson (444-5691).

### May 9:

Information Technology Advisory Council (ITAC) meeting, 8:30-12:00, DNRC Room 111.

### May 9-10:

1995 Montana GIS Users' Conference, Best Western Colonial Inn, Questions - call Kris Larson (444-5691).

(CSENet) which, when fully implemented nationwide in October 1995, will significantly improve the State's ability to locate non-resident child support obligors and work interstate cases.

Developed and implemented by an independent contractor, SEARCHS is the product of a highly successful public-private sector partnership.

For more information, please contact Marilyn Carlin (444-0012) from the Department of Social and Rehabilitation Services.

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## GOVERNMENT COMPUTER NEWS STATE & LOCAL

THE NATIONAL NEWSPAPER OF GOVERNMENT COMPUTING

## SEARCHS Makes the News!

In two separate articles in  
*Government Computer News State & Local* November 7, 1994 - Volume  
13, Number 24A Edition, SEARCHS

is mentioned. The cover story "CHILD WELFARE, States use IT to nab deadbeat parents" highlights the Montana system stating:

*"The state's system, the first in the country to be certified, has been up and running since spring of 1993. ...it is also undergoing system enhancements, said Mary Ann Wellbank, administrator of the Child Support Enforcement Division. ...One of those enhancements is a voice response system, scheduled to go on line in December.*

*Montana officials have access to data from the Department of Revenue, Lottery Commission and IRS; they have mandatory wage withholding and the power to pull occupational licenses.*

*Wellbank said the state's caseload is 'skyrocketing' by 500 new cases a month. It handles more than 40,000 yearly. \$120 million is still owed in child support, she said."*

A separate article states that SEARCHS is being used as a model for a system being created for Alabama. It reads:

*"BDM Technologies, McLean, Va., is modifying the child support system developed for Montana to accommodate Alabama's needs."*



## Pressure Sealer and Laser Printer Save Time and \$\$\$

The new pressure sealer machine and the laser printer were used to produce the 1994 W2s from Payroll/Personnel/Position Control System (P/P/P). Use of this equipment decreased the cost of purchasing and printing the W2 forms by 44 percent. This adds up to a savings of \$1455. The savings are a direct result of being able to purchase blank forms and having the laser printer generate all the required lines and boxes, rather than purchasing a preprinted form.

Public Employees' Retirement Division, Teachers Retirement System and the State Auditor produced 1099 forms using this same process. This process saved several days of manual intervention required by the previous process.

One of the nice features of using the pressure sealer and the laser printer is that once a job is submitted, the forms are printed, folded and sealed and are then ready for distribution. One or two inserts can be also be inserted during the folding and sealing process. If the forms are to be distributed by Central Mail, then the submitting agency never has to handle them. This saves much time and effort over the way it used to be done. For more information on the

pressure sealer, please contact Jerry Splawn (444-2829) from Methods and Media Management.



## ITAC Strategic Plan Presentation

Montana's Information Technology Strategic Plan, written by the Information Technology Advisory Council (ITAC), was presented by Linda Belflower, Computing Policy and Development Supervisor, at the Government Technology Conference (GTC) held during February in Austin, Texas.

Linda Belflower's presentation included a synopsis of the process ITAC followed in defining information technology issues and developing strategic recommendations--as well as the action plan developed for implementing the plan.

A quote from John Imlay's book, Jungle Rules: How to be a Tiger in Business, was used to emphasize the importance of implementing the plan. Mr. Imlay's quote, "Lay out your plan, then strike like a cat...don't procrastinate. Don't act without a plan but don't hesitate with one." was utilized by Linda Belflower to draw the groups attention to the fact that strategic plan action steps must be implemented, monitored, and measured appropriately in order to

bring about more efficient and effective government services. This means that the action plan must be implemented by a project leader or team which is focused and accountable--one which possesses excellent leadership and communication skills.

The GTC attendees were then shown a prototype of a database, developed in PowerMaker, to be utilized by Computing Policy and Development (CPD) in monitoring and measuring action plan steps. This database allows CPD to enter: action and sub-action steps per strategic plan recommendation, assign dates, due dates, type of technology to be employed in implementing a specific step, person assigned each action step, and technology classification of each action step. Reports generated from the strategic plan database allow CPD to track and measure the implementation process.

In May, Linda Belflower will present the Strategic Plan at the Government Technology Conference in Sacramento, California.

# 911

## 9-1-1 Advisory Council Established

Department of Administration Director Lois Menzies appointed a sixteen-member advisory council to provide direction to the state's 9-1-1 program. Council membership represents a cross-section of public safety and local government officials. The Council is chaired by Mayor Kay McKenna of Helena.

The issue of most importance to the group is the public perception of 9-1-1 services being more sophisticated than they actually are. Montana statutes require 9-1-1 emergency telephone systems to provide the ability to dial 9-1-1 from any location within the local jurisdiction and have the call routed to a predetermined location. Few systems in the state have capabilities beyond this basic level. Montana statutes do NOT require all locations in the state to implement 9-1-1 emergency telephone systems.

As of yet, there are no minimum standards recommended by any national entity for 9-1-1. The Montana group will meet four to six times a year as it works to define service benchmarks for local 9-1-1 systems. The service benchmarks will be used by local jurisdictions as guidelines for the improvement of emergency telephone systems using 9-1-1. The Council has identified several issues that need to be addressed: personnel training; pre-arrival instructions for emergency callers; public education; access by wireless communications; access to 9-1-1 from roadways; rural addressing; the role of global positioning systems; evaluation/monitoring; hardware requirements and universal access as opposed to equal access.

*"Montana statutes require 9-1-1 emergency telephone systems to provide the ability to dial 9-1-1 from any location within the local jurisdiction and have the call routed to a predetermined location. Few systems in the state have capabilities beyond this basic level."*

For more information on the 9-1-1 Advisory Council or program, contact Larry Petersen (444-2420), 9-1-1 Program Manager.



## A Word about Surplus Computers...

ISD would like to caution people when they surplus their old PCS. Please make sure to remove any software from the PCS before surplussing them. DOS, WordPerfect, Lotus 1-2-3, or any other software licenses are usually not transferable and should not be left on the PCS. Formatting the hard drives is a quick and easy way to do this.

ISD would also like to remind people to remove token ring cards from PCS to be surplussed. There are two reasons for this: (1) if you are the agency surplussing the computer, unless you remove the network card and return it to ISD, you are still being assessed the \$40.00 monthly rate for connectivity; and (2) if you are the receiving agency, you may plug the computer into an existing token-ring jack and cause an overload on your network ring or create a beaconing condition due to the card being positioned at a different megabyte speed.

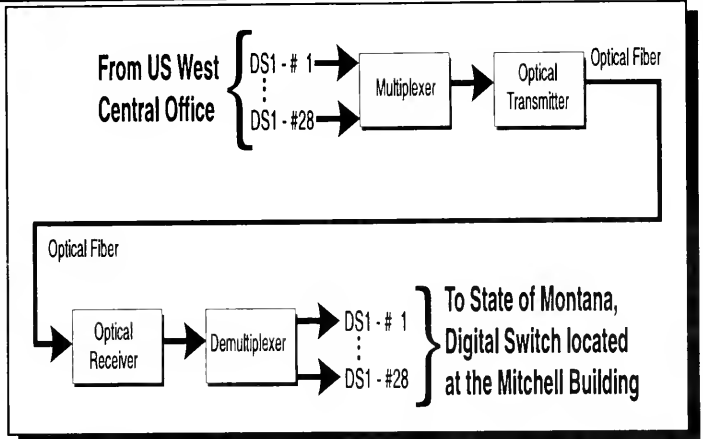
Don't forget about cleaning up those hard drives. You just never know WHO may end up with YOUR old computer!!



## How Do You Spell Relief? Fiber Optic!

The State recently purchased a "state-of-the-art" multiplexing unit from Fujitsu that will take 28 DS1 (T1) circuits and combine them into a DS3 circuit running over a single optical fiber strand (see Diagram 1). This multiplexing unit collects DS1 circuits, passes them through an optical transmitter (which converts electrical signals to light signals), sends the signals via a DS3 circuit over optical fiber into an optical receiver (which converts the signal from light back to electrical), and then demultiplexes the signal into the 28 DS1 circuits. And this all happens at the speed of light--well maybe not the speed of light but it does occur at 45 Mb per second!

In Diagram 1 the short line labeled "Optical Fiber" depicts the fiber that now runs from the US West Central Office to the Mitchell Building. Prior to the completion of this fiber run, the State could not purchase another DS1 (T1) circuit because there were no facilities (copper wires) available. Once the fiber was in place the State could utilize the features of the DS3 circuit by consolidating the 28 DS1 circuits into one DS3. Now future expansion of the DS3 circuits can be accomplished at a fraction of the initial cost.



**Diagram 1**

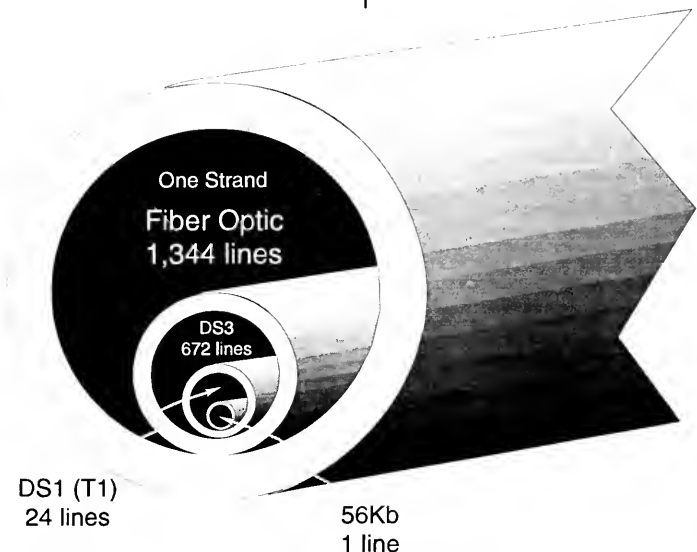
Diagram 2 puts into perspective the value of a DS3 circuit. A DS1 (T1) can carry 24 circuits simultaneously, whereas a DS3 can carry 672 simultaneous circuits on a *single* optical strand.

"How Do You Spell Relief?" Well, just look at what the State gained by the placement of this multiplexing equipment:

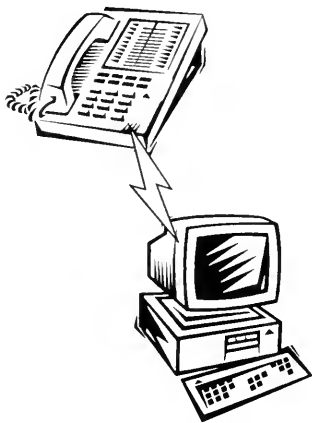
- Cost savings through the consolidation of DS1 circuits

- *Optical fiber reliability*
- Resolution of a facility problem that existed between the US West building and the Mitchell building.

The actual "cut-over", where DS1s were consolidated, occurred on February 25th. If you have any questions regarding the DS3 circuits please call Les Smith (444-1203) from the Voice Operations group.



**Diagram 2**



## IVR Update

By using a touch tone phone a caller may dial 444-9840 and access the Revenue Inquiry line (you know, the "Where's My REFUND?" line). A series of questions requesting SSN, year of filing and expected refund amount are asked of the caller, who then keys in answers following the instructions. This information is then sent via a token ring connection to the mainframe (CICS) and the appropriate information is relayed back to the application server in the IVR. Next it is matched to a message code which is translated to speech and then spoken to the caller.

Revenue personnel have stated that the Inquiry line has reduced the number of calls to their agency questioning returns. If calls do come in and folks have not tried the Inquiry line they seem to be very receptive to the suggestion and if they come in because they have tried the line and have been told to contact the Revenue office they have been positive and complimentary.

The phone number and a brief description first appeared to the public in the 1994 tax year booklet which was mailed to state residents in mid January 1995.

Microlog (our contracted IVR vendor) personnel will be in Helena again March 1, 1995 to complete the installation of Labor and Industry's Unemployment Insurance inquiry (Where's My Check!!) and continued claim filing applications.

Unemployment Insurance plans to make the application available one city at a time based on training schedules for their job service offices.

Watch for the Unemployment Insurance article coming next month in *ISD News & Views!!!*

## Statewide PC Configuration

The following chart represents the configuration of the State's installed Personal Computer (PC) base. One aspect indicates that in Fiscal Year 1994, 76% of the State's PC base was 386 or better (i.e. Intel 40486 or 40586/ Pentium processor). Expectations are that by the end of Fiscal Year 1995, 88% of the State's PC base will be 386 or better.

The other aspect of this chart shows statewide use of the State standard Graphical User Interface (GUI), Microsoft Windows. This is an indication of how the State is

progressing with the implementation of Windows. In Fiscal Year 1994, 24% of the State's PCS were running Windows. This number is anticipated to grow to 47% by the end of Fiscal Year 1995.

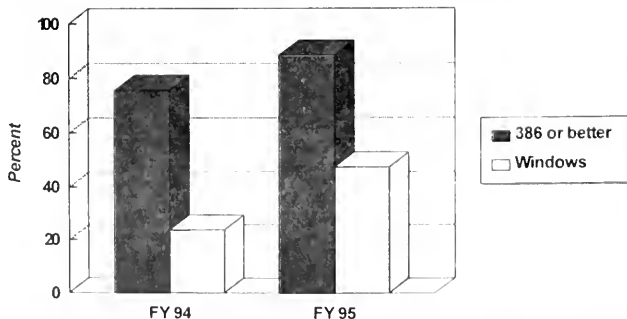


## ITMG Meeting, February 1, 1995

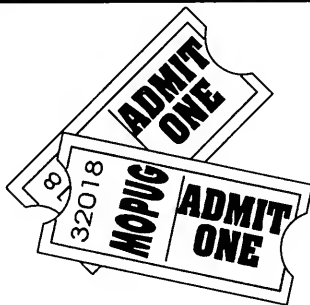
Several committee updates or status reports were made at the last meeting of the Information Technology Managers Group (ITMG).

- *The Mid-Tier Technologies Project*, headed by Larry DeFrance of the Department of Corrections and Human Services, is meeting regularly. They have identified seven major issues to resolve, and anticipate developing six to nine standards for state implementation. ISD is planning on bringing in some test equipment soon.

**State of Montana PC Configuration**



- *The Enterprise Software Management Subcommittee*, headed by Wayne Schaff of the Department of Labor and Industry, is currently working on a survey of software used in the state. They are also involved in identifying testing objectives for WordPerfect 6.0.
- Paul Rylander, Chief of the ISD Computer Operations Bureau, and Sharon Gorie, Chief of the ISD Systems Support Bureau, reported on two of the various *SummitNet* project issues: TCP/IP on the mainframe, and distributed product and support.
- *The Training Subcommittee*, facilitated by Wendy Wheeler of ISD, presented a status report of the work done in Phase One of their project. Elementary competencies in seven common information technologies have been established, and work is proceeding to ensure inclusion of the competencies in the instructor-lead training provided by the contract with the Helena College of Technology. Work will begin on the ITAC recommendation of "testing" or "measuring" skills of new employees.
- Linda Belflower of ISD announced that a *Disaster Recovery Action Plan* for ISD should be completed within the next three months. The plan will then go to agencies for adaptation to their own use.
- Other topics included a demonstration of new plotter and print services available through ISD; work on EDI; mail automation; and term contract status. Chair Art Pembroke also announced that he will be discussing ITMG at a meeting of MACITA (Montana Association of Information Technology Administrators) in late February.



## February MOPUG Minutes

The Montana Oracle/PowerBuilder Users Group (MOPUG) met February 3, 1995. President Tony Noble presented an enlightening discussion of Oracle's "Optimal Flexible Architecture" (OFA). Tony related the three rules for resource optimization, which are the foundation for database tuning. A synopsis of the three rules are:

1. Directory structure standardization.  
Tony outlined the basic database file structure in relation to performance.
2. Tablespace management for minimizing fragmentation and I/O load.  
Tony expounded on the use of tablespace management and identified the need for 13 specific tablespaces.
3. Separating database components across disks.  
Tony pointed out that while Oracle's OFA is structured around the use of 22 disks, our typical database of eight or fewer disks can utilize this philosophy to achieve performance improvement.

He presented a few performance tips on file placement and monitoring I/O with the VS tables. He also

discussed the use of the OFA in relation to RAID technology. Tony's Freelance presentation is available on the DOA\_VAS\_001 server, listed as \GUEST\ORACLE\OFA.PRE.

After the presentation there was general discussion about the new release of PowerBuilder 4.0 and Oracle's new release of the desktop version known as "Personal Oracle". ISD's draft of the statewide Oracle Standards document is available for consideration and comments. For information or copies of the proposed standards document call Dave Howse (444-1593) or Tony Noble (444-2922).

Next month (March 3, 9:00 am) they will focus on PowerBuilder development and hope to have several projects and prototypes displayed.



## It's Electrifying!

Have you been getting a charge out of working on your computer lately? That's super if you answered "yes" and it means you are enjoying your work. But an affirmative answer may also mean that you have found

that working on your machine can be a shocking experience.

A surge of static electricity is not something you want coming between you and your computer. That crackling little bolt contains 10,000-20,000 volts of electricity and a mere 10 of them can ruin a circuit on some computers.

If your machine gets zapped with static electricity, chips can be blown, data can become scrambled or disappear altogether, and sometimes the machine can boot spontaneously. Problems with the machine may not be obvious immediately after a static attack but, in time, circuit board problems may be apparent. Static electricity is the reason dust gathers on your monitor screen. Your machine is vulnerable whether it is powered up or not. One needs to be particularly careful when working on the components within your computer.

Montana's winters can be dry as indicated by low humidity. When the humidity is low and you walk across carpet, touch another person, wear fabrics such as polyester and wool or even run your fingers through your hair, you build up a charge of static electricity. As Rich Wolfson stated in a *MacUser* article, since you can't do all your work "standing still, naked, and alone in a tiled bathroom--with your head shaved", some alternatives must be offered.

One such alternative is a grounded workstation pad, a mat with a thin wire attached. Place your computer upon the mat and connect the wire to the screw that holds the face plate to an electrical outlet (hopefully, IT is grounded). The mat sells for around \$36, much cheaper than a mother board. A second alternative is a wrist strap. This unit routes static electricity from your wrist to a grounded pad or outlet and sells for about \$10. If that makes you feel like a dog on a leash, there is a new

product available called Ultrastat. Ultrastat gives you a synchronized dual resistant circuit card and an LCD (Liquid Crystal Display). The LCD lets the user see a customized figure named "Ernie" get zapped. You can have all that fun for \$60.

If you have questions after reading this shocking article call Candace Rutledge (444-2858) from End User Systems Support.



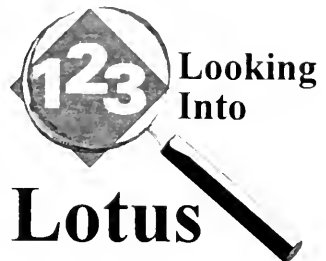
## ZIP!Tips

WOW! - the capabilities of electronic mail! No more sitting at the photocopier, making 40 copies of a 30 page report, addressing envelopes (both deadhead and standard), and finally stuffing the envelopes. Just rely on ZIP!Mail/ZIP!Office to perform this time and cost saving task.

When sending files, there are several things to keep in mind. First and most important is the size of the file. The E-Mail server can take up to 15 minutes to send a file one Mb in size. If you send a file of that magnitude to ten users, obviously mail will start backing up. End User Systems Support has queue advisors that alert them if mail starts backing up and why (whether a large file is causing the problem or if we have become unattached to a file server, etc).

Also use caution when sending numerous files at once (a function of ZIP!Office E-Mail). If you send five files that are 550,000 K each, mail could slow down due to the size of that particular E-Mail package. Use your best judgement and if in doubt, call Sue Skuletich (444-1392)

of End User Systems Support to discuss the E-Mail send you have in question.



## Has the Color of the 123W Cellpointer Ever Changed?

In Lotus 1-2-3 Release 4 for Windows (123W), the cellpointer usually displays as a black outline against a white spreadsheet background (unless the color settings in the Windows Control Panel have been altered). In some cases, however, one finds that the outline color of the cellpointer has inexplicably changed from black to another color (such as yellow, tan, pink or blue). When one highlights a range, the range is also painted (shaded) in the same yellow, tan, pink or blue color. This makes it very difficult to see what range is highlighted in 123W.

Possible causes for the outline color of the 123W cellpointer to change from black to another color are:

- A computer with a SVGA graphics card and a high-resolution 256 color Windows display driver is being used.
- A Windows application is loaded that alters the Windows color palette. One such application is WordPerfect 6.0. (WordPerfect 5.2 does not alter the Windows color palette.) Another such

- application is Corel Draw 4.0.
- Lotus for Windows is loaded and the program which is capable of altering the color palette is not closed. Some applications, such as WordPerfect 6.0 and Corel Draw 4.0, do not reset the color palette upon exiting the application. Under such conditions, the color palette remains altered for the entire Windows session, and it is reset only when Windows is closed and restarted.)

### ***Preventing the 123W Cellpointer from Changing Color***

There are two ways to prevent the 123W cellpointer from changing unexpectedly to another color:

Option #1: Change the Windows Display Driver to standard VGA mode.

Option #2: Load 123 for Windows first.

#### ***Option #1: Change the Display Driver***

One can prevent the 123W cellpointer from changing color by selecting a different driver for the SVGA card in the Windows Control Panel. Most SVGA cards come with various SVGA drivers (such as 1024x768-256 colors, 800x600-256 colors, 1024x768-16 colors, 800x600-16 colors, etc.). Depending on the SVGA card, one may be able to resolve the issue by selecting a lower resolution 256 color driver. With some SVGA cards, however, one may have to select a 16-color driver.

Changing the Windows Driver: The exact steps to change the Windows display driver are as follows:

- From the Main Group in the Windows Program Manager, double-click the Windows Setup

- icon.
- Click Options, Change System Settings.
- Click the down-arrow next to the Display window for a list of driver choices.
- Select the desired display driver, and click OK.
- Click the Restart Windows button.
- Restart 123W.

*Possible causes for the outline color of the 123W cellpointer to change from black to another color are: an incorrect Windows display driver, a Windows application is loaded that alters the Windows color palette, or the program which is capable of altering the color palette is not closed.*

#### ***Option #2: Load 123W First***

One can also prevent the 123W cellpointer from changing color by loading 123W before loading an application that alters the Windows color palette. When 123W is loaded first, it can obtain the correct color information from Windows before another application alters the palette.

Configuring 123W to Start Automatically:

To ensure that 123W is always the first Windows application to be loaded, one can configure 123W to start automatically whenever Windows is started. One can set 123W (or any other Windows application) to start automatically by copying the 123W icon into the Windows Startup group. The exact steps to do this are as follows:

- Highlight the 123W icon in the Windows Program Manager.
- Select the menu option for File, Copy.
- Click on the down-arrow for the "To Group" field.

- Select Startup, and click OK. The next time Windows is started, 123W will load automatically.

Optional: One can also configure 123W to start in a minimized state (rather than maximized and full screen), by taking the following steps:

- Highlight the 123W icon in the StartUp window in Program Manager.
- Select the menu options for File, Properties.
- Click the box for Run Minimized, and click OK.

### ***Additional Information:***

In some cases, the conditions that cause the 123W cellpointer to change color also cause modifications to the [Colors] section of the WIN.INI. If one is unable to reset the cellpointer by taking one of the options listed above, one will also need to reset the [Colors] section of the WIN.INI to the default settings.

The easiest way to reset the [Colors] section of the WIN.INI is as follows:

- Double-click the Control Panel icon in the Main group in Program Manager.
- Double-click the icon for Colors.
- Click the down-arrow beside the option for Color Schemes.
- Note the name of the scheme that is currently highlighted and then select any one of the other listed schemes.
- Click again the down-arrow for Color Schemes, and select the scheme that was originally highlighted.
- Click OK.
- Close the Control Panel.
- Exit and Restart Windows.

For more information or questions, call Jerry Kozak (444-2907) or Brian Divine (444-2791) both from End User Systems Support.



## Lotus 1-2-3 4.0 for DOS: An Evaluation

The most obvious changes you will notice are the Windows feel and appearance of Lotus 1-2-3 4.0 for DOS. Lotus users who are upgrading from Release 3.4 will notice many of the similarities it and its new successor have in common. Lotus 1-2-3 4.0 for DOS now has a new and improved icon bar selector which allows the user to choose a particular set of icons based upon which group of functions you wish to use: Custom, Formatting, Goodies, Navigation, Editing/Publishing, Tools, and User Defined. The Tools menu contains several new functions for DOS Lotus users: Version, Spell, Notepad, Analyze, Config Addins, and Macro.

The Spell checker allows you to check a word, paragraph, range, document, etc. It is basically the same type of spell checker found in WordPerfect or the Windows version of Lotus, having all of the normal features expected with a spell checker.

Notepad allows you to write informative notes within your spreadsheet. You choose Worksheet, Tools, Notepad, and a post-it note opens up on your screen. Type in what ever you wish and press ESC to save your note. A small yellow triangle is created in the cell to designate that a note exists in the cell. Click on the triangle to

open the note, and click on the turned down corner to close it.

The Analyze menu opens up to reveal Auditor, Backsolver, and Solver. All of these utilities were available in previous versions, except that these have been, in some areas, greatly modified. The new and improved Auditor function allows you to find Precedents, Dependents, Formulas, Recalc in a list format, cells involved in a circular reference, and the ability to do traces of how your program calculates and displays a sequential program listing.

*"If you wish to upgrade and you are not able to use a Windows product, then choose Lotus 3.4 if you can find it. If not, then purchase the most current version of Lotus and End User Systems Support will obtain a copy of Lotus 3.4 for you to use. Lotus Corporation allows you to purchase a higher license version and then use any previous release of Lotus."*

Lotus 1-2-3 4.0 for DOS has added a third type of data table to this release. The type III table allows you to calculate based upon three separate variables: x, y, and z. For example, if you are calculating an @PMT formula which needs the input of price, rate, and years you could have each of those values change by a set amount. Lotus already had type I and type II data tables which handled one or two variables.

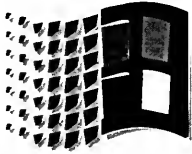
The online HELP has been greatly improved over the very sparse HELP which was available in previous DOS versions of Lotus. The HELP is broken down into better sub-categories and the examples they use are more current.

Lotus 1-2-3 4.0 for DOS also utilizes conventional memory better. The program is larger than the Lotus 3.x

series, however, they have reconfigured memory usage to have it use less conventional memory thus giving the user more available resources.

Flaws in the product are in a couple of obvious areas. The first item, which was overlooked and will be addressed in a patch or upcoming release, was the oversight of using the right mouse button to explain the use of the SmartIcons. Since the release of Lotus 2.4, users have been able to use the right mouse button to obtain information on the use of a particular icon. The HELP screens and examples for some of the new functions, particularly the type III data table, are a little vague. The instructions and examples need to be rewritten to give the users an accurate description of their use. The onscreen font also may not appeal to the average user of DOS based versions of Lotus. It is somewhat of a chiseled futuristic looking font which does not enhance the overall appearance of the package.

ISD's does *not* recommend rushing out and buying Lotus 1-2-3 4.0 for DOS. It is a major step forward and it does contain some highly desirable features, but it still needs some work. Wait to upgrade until the next version of Lotus 1-2-3 4.x for DOS is released, which should be more of a finished product. Right now, Lotus 3.4 is a solid product. If you need to upgrade, consider going to a Windows version. DOS products, though usually less storage intensive, do not have the ability to compete with a Windows version of Lotus. If you wish to upgrade and you are not able to use a Windows product, then choose Lotus 3.4 if you can find it. If not, then purchase the most current version of Lotus and End User Systems Support will obtain a copy of Lotus 3.4 for you to use. Lotus Corporation allows you to purchase a higher license version and then use any previous release of Lotus. If you have any questions, call Brian Divine (444-2791) from End User Systems Support.



## Windows Freebies!

### DropKick

PC Magazine has released another free Windows utility. Following is an edited version of the ".DOC" file for DropKick.

DropKick is a Windows 3.1 utility that launches programs with the click of a mouse button. Just click on an empty spot on the desktop to bring up a user-configurable menu containing your favorite programs. Selecting a menu item causes DropKick to launch the program quickly and easily.

To install DropKick, simply copy the files DKICK.EXE and DKDLL.DLL to a directory on your hard disk. Launch DropKick by selecting the **File Run...** menu item in Program Manager or by placing it in your StartUp group. After the DropKick window is displayed, click on the **Add** button to add programs to the pop up menu. You can also add programs to the menu by dragging and dropping them from File Manager to the DropKick window. If a non-executable file is added to the menu, DropKick will query Program Manager for a valid association for the file.

The default setting for DropKick is to pop up when the right mouse button is clicked on the desktop. You can choose among the left button, right button, or middle button on a three-button mouse. SHIFT or CTRL can be added to the selection so that the mouse button can act normally and DropKick then uses

the button selected in conjunction with the SHIFT or CTRL key. To change the mouse button, click on the **Configure** button in the DropKick menu. DropKick (VERSION 1.0) Copyright © 1995, Douglas Boling, was first published in PC Magazine February 22, 1995 (Utilities).

To obtain a copy of DropKick contact Denny Knapp (444-2072) of End User Systems Support, by phone or via ZIP!Mail.



## Mainframe Performance Statistics

The mainframe computer at the State of Montana is an important resource for many state employees. It is a resource that has limitations but if used wisely can provide timely and accurate information to many across the state as they need it. Starting with this article we will begin reporting on the state of the mainframe and its resources. More articles will follow to keep you informed of the status of the mainframe system as resource utilization changes and to also show how applications are utilizing the mainframe.

Chart 1 shows average CPU utilization for the weeks starting January 16 and ending February 24, Monday thru Friday, 8:00 am to 5:00 pm. The chart shows that the mainframe has averaged about 80 percent busy. On February 22 and 23 utilization averaged approximately 85 percent. Eighty percent busy should not be cause for alarm, the MVS operating system has been designed to balance workloads and maintain consistent

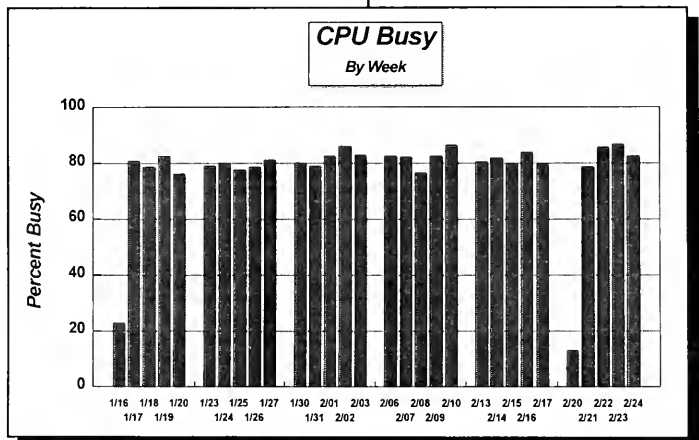
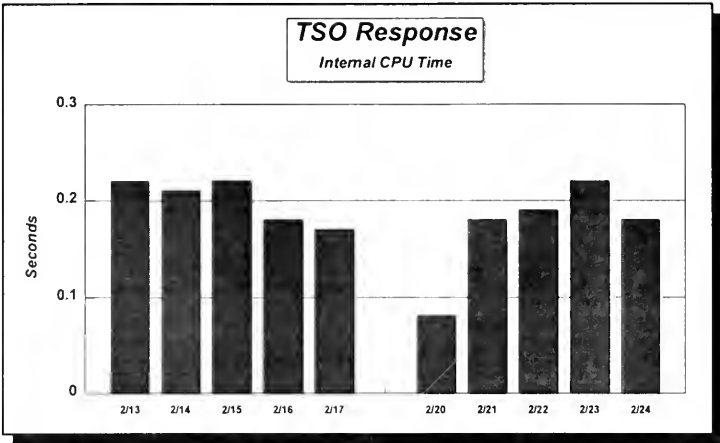


Chart 1



**Chart 2**

response while driving the CPU at 100%. That is not to imply that there is not some cause for concern. On those days where the average was 85 percent the operating system was adjusting the distribution of resources to favoring on-line applications at the expense of lower priority work, such as non scheduled batch jobs. Some of you may have noticed this because the jobs you submitted did not start executing immediately. Delays were minimal and most jobs started within five minutes of the time that they were submitted. The low values on January 16 and February 20 are due to holidays.

*"The chart shows that the mainframe has averaged about 80 percent busy. Eighty percent busy should not be cause for alarm, the MVS operating system has been designed to balance workloads and maintain consistent response while driving the CPU at 100%."*

Chart 2 shows the average TSO response time for February 13 to February 24, again Monday through Friday, 8:00 am to 5:00 pm. These are excellent with the averages being

less than one quarter of a second. There is not much room for improvement here. It should be pointed out that TSO is dispatched at a lower priority than the on-line applications, and thus would not be interfering with their response. In the future we will show the performance numbers for some of the online applications.

Do you have questions about mainframe performance? Contact Craig Smith (444-3458) from Operating System Support.



## OCR Print on the Mainframe

With the publication of this notice, we will implement the availability of OCR impact print on the mainframe. All SYSOUT class "N" output will be printed with a special ink and an OCR font print band. This should improve acceptability of impact

printed documents processed by Central Mail's mail sorter or other optical character reading (OCR) equipment.

In the past, SYSOUT class "N" was reserved for mailing labels. As of now, in addition to mailing labels, it may be used to print any documents which are to be read by an optical character reader. For best results, it is recommended that documents printed with this new font be printed at six lines per inch.

The OCR print band contains the alphabetic characters A through Z, caps only, numerics 0 through 9, and special characters . < + & \* - , > ' = \$.

*"...we will implement the availability of OCR impact print on the mainframe. All SYSOUT class 'N' output will be printed with a special ink and an OCR font print band. This should improve acceptability of impact printed documents processed by Central Mail's mail sorter or other optical character reading (OCR) equipment."*

Although this OCR font capability represents an improvement in readability for those documents that must be printed on the impact printers, the best quality and most reliable OCR print remains on the laser printers. We encourage you to convert your applications to the laser printer when possible. In addition to the print quality of the laser, we have the capability of generating laser output on special forms which can be sealed, creating mailers which are mail room ready with an acceptability rate of over 99%.

If you would like additional information or assistance with your printing needs, please contact Jan Lewis (444-2901) or Jerry Splawn (444-2829) both from Methods and Media Management.



## Term Contract Status

### Important Warranty Information from IBM/ComputerLand

February's *ISD News & Views* stated that the 3-year warranty carried on new IBM products is one year on-site and two years carry in. This is A **BIG LIE!!** Under an existing contract between the State and IBM, any warranty is automatically upgraded to a **FULL 3-YEAR ON-SITE** warranty at **NO** additional charge. This was brought to our attention by the friendly neighborhood folks at IBM (Rocky) and ComputerLand (Mike).

### ISD Customer Support Center 444-2000

Got a problem (opportunity)? Do you need ISD assistance for any of your information processing requirements? Then contact the ISD Customer Support Center (formerly the Network Assistance Center), which is our central point of contact.

### Local Rep from Digital

John Morris (449-6057) of Wyle, who many of you probably know, is now located in Helena. John will be providing support with pricing, configurations, support problems, etc.

### Dell's Sales Rep

Scott Mangum (800/274-7799 ext. 66226) is the State's sales representative. His backup is Dina McMearn (ext. 61187).

### Pentium Replacement

Dell Dell will replace the faulty chips upon request. Place a service call (800/274-7799, ext. 67081). The new chip will be shipped to your location. The local service

technician will come on-site within three days of arrival of the chip. If you wish, you can give him a call to verify that he is coming and perhaps have him come earlier to put in the new chips. Our local technician is George Wirt (442-6665) at Applied Management. For accounting purposes, agencies will be billed and credited for this service. Agencies will have the option of keeping the bad chip and sending it in for credit, or having the technician take it with him. The lead time for having the chip replaced is two-four weeks after your request.

Digital To have chips replaced, call the Digital service number (800/354-9000). They'll send a service technician on-site within three days.

IBM Call (800/426-7378) to request chip replacement. A local service technician will replace the chip.

### Deadline/Editor's Note

If you would like to submit an article to *News & Views* for publication, please send it to Curt Secker or Irv Vavruska, preferably via ZIP!Mail. Please have your article in by the date listed below for inclusion in the corresponding month:

April Issue	03-17-95
May Issue	04-14-95
June Issue	05-19-95

### Distribution Notes

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Editors: Curt Secker and Irv Vavruska

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**ISD**  
Information Services Division

## Training Calendar

This document has been assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call 444-6800.

All classes will be held at the Helena College of Technology, Room 210, at 1115 N. Roberts, unless another location is specified. Please note that these costs are subject to change each July 1st.

To enroll in a class, **you must send or deadhead an enrollment application** to the State Training Center, HCT, Helena, MT 59601. If you have questions about enrollment, please call 444-6800. *Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class.*

	<u>DATES</u>	<u>COST</u>	<u>LENGTH</u>
<b>Data Network/Mainframe Classes</b>			
CICS Command Level Programming	March 13 thru 17		5
Prereq. Must be an Applications Programmer			
Introduction to Novell	March 22 & 23	170.00	2
Prereq. Intermediate DOS			
Introduction to R:Base	April 4, 5 & 6	212.50	2 ½
Prereq. Beg. Micro Skills & Fund. DOS			
Introduction to Oracle	April 11, 12 & 13	212.50	2 ½
Prereq. Introduction to Windows			
PowerBuilder	April 18, 19 & 20	255.00	3
Prereq. Introduction to Oracle			
Novell Admin & Adv. Admin	May 8, 9, 10, 11 & 12		5
<b>Microcomputer Classes</b>			
Intermediate Windows	March 6	85.00	1
Prereq. Introduction to Windows			
Introduction to Windows	March 7	85.00	1
Prereq. Beg. Micro Skills			
Freelance for Windows	March 21	85.00	1
Prereq. Beg. Micro Skills			
Introduction to Windows	April 10	85.00	1
Prereq. Beg. Micro Skills			
Beginning Microcomputer Skills	April 24	85.00	1
Prereq. None			
Introduction to DOS	May 1	85.00	1
Prereq. Beg. Micro Skills			
Intermediate DOS	May 2	85.00	1
Prereq. Introduction to DOS			
PC Maintenance	May 16 & 17	170.00	2
Prereq. Working knowledge of DOS			
Introduction to Windows	May 23	85.00	1
Prereq. Beg. Micro Skills			
<b>Word Processing Classes</b>			
WordPerfect 60a for Windows	March 1 & 2	170.00	2
Prereq. Beg. Micro Skills & Windows			
Introduction to WordPerfect	April 25, 26 & 27	212.50	2 ½
Prereq. Beg. Micro Skills			
Advanced WordPerfect (DOS)	May 24 & 25	170.00	2
Prereq. Introduction to WordPerfect			
<b>Spreadsheet Classes</b>			
Lotus for Windows	March 28 & 29	170.00	2
Prereq. Introduction to Lotus & Windows			
Introduction to Lotus (DOS)	May 3 & 4	170.00	2
Prereq. Beg. Micro Skills			
<i>Note: Prerequisites may be met with consent of Instructor.</i>			

The Helena College of Technology makes reasonable accommodations for any known disability that may interfere with a person's ability to participate in training. Persons needing an accommodation must notify the College no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6800.

ISD CLASS ENROLLMENT APPLICATION  
COMPLETE THIS APPLICATION **IN FULL** AND  
RETURN IT **ONE WEEK PRIOR** TO THE FIRST DAY OF CLASS

**COURSE DATA**

Course Requested: \_\_\_\_\_

Date Offered: \_\_\_\_\_

**STUDENT DATA**

Name: \_\_\_\_\_

Soc. Sec. Number (for P/P/P): \_\_\_\_\_

Agency & Division: \_\_\_\_\_ / \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_ Agency #: \_\_\_\_\_

How have you met the required prerequisites for this course? Explain, giving the class(es) taken, tutorial(s) completed, and/or experience.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**BILLING INFORMATION/AUTHORIZATION MANDATORY**

Responsibility Center: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

**FULL CLASS FEE WILL BE BILLED TO THE REGISTRANT UNLESS  
CANCELLATION IS MADE THREE BUSINESS DAYS BEFORE  
THE START DATE OF THE CLASS.**

**DEADHEAD COMPLETED FORM TO:  
COMPUTER TRAINING CENTER  
HELENA COLLEGE OF TECHNOLOGY  
OF THE UNIVERSITY OF MONTANA  
PHONE 444-6800 FAX 444-6892**



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Information Services Division  
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